

**From:** Rep. Perone, Chris [mailto:Chris.Perone@cga.ct.gov]  
**Sent:** Mon 12/5/2011 3:55 PM  
**To:** Gregory Vadas  
**Subject:** FCC docket submission 11-116

Gregory,

With your permission, I would like to submit the appended testimony for inclusion into a docket (due today!).

Thanks,  
Chris Perone

Comments of Connecticut State Representative Christopher Perone  
Re: NPRM CG Docket #11-116, "cramming"

Thank you for the opportunity to speak on this docket.

The practice of "cramming", adding unauthorized or misleading charges to telecommunications customers' bills, has gained enough notoriety in recent years to merit government oversight. The Connecticut legislature nearly passed an act this year that would have prohibited such practices. The FCC already has enacted truth-in-billing rules that establish requirements for telecommunications companies and empowers consumers to protect themselves against fraud.

The current practice of making consumer complaints reportable only to the FCC poses problems however. Most consumers - whether of telecommunications or otherwise - would not think to communicate their concerns directly to an entity as non-local to them as the FCC. I suspect the vast majority of complaints are given directly to either the offending company or to their state's public utility commission. Connecticut's public utilities complaint call center received approximately 45,000 complaints or requests for help last year. The inclusion of such a volume of complaints could broaden the base of information that the FCC works with. It is for these reasons that I support requiring telecommunications companies to disclose to the FCC their logged customer complaints, and to partner with state public utility commissions, requesting them to do the same. Such information should include the name of the company accused of cramming, the billing company, and the nature of the complaint and its resolution. Compelling the disclosure of this information to the FCC will create a more complete record of companies engaging in unfair practices.

Thank you for your consideration, and for including these comments on the docket.

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